

OCCOM Privacy Policy

This is the privacy policy of OCCOM Pty Ltd (ABN: 58 608 289 425), which outlines our commitment to you in respect of the collection and use of personal information.

The kinds of personal information that OCCOM collects and holds

In order for OCCOM to provide services to you, we will need to collect from you, and hold, some personal information about you. That information may include:

- Proof of identity information, including passport number, driver licence number or other government identifiers
- Contact information such as a name, email address, mailing address, phone number
- Demographic information such as age, gender, date of birth
- Billing, financial and credit information
- Proof of occupancy documentations such as tenancy agreements, mortgage records or utility bills or supply records
- Preferences such as the way you wish to be contacted
- A fault history for your service

You may also choose to provide similar details to of your authorised representative, such as another family member. You must ensure that you have obtained the consent of such persons to us collecting and holding their personal information.

If you are unwilling to provide us with some details, we may not be able to supply you with a service that you wish to acquire. It is not possible to acquire services from OCCOM under a pseudonym.

How OCCOM collects and holds personal information

OCCOM collects personal information about you when you apply for a service either over the telephone, through an online process, or through completion of a form with an OCCOM dealer or directly when you require assistance with service provisioning or fault management. OCCOM may also collect personal information about you in accordance with its obligations under the data retention provisions of the Telecommunications (Interception and Access) Act 1979 (Cth). OCCOM is bound by the Information Privacy Principles of the Privacy Act 1988.

The personal information will be held in secure electronic databases. OCCOM will use reasonable endeavours to ensure that the personal information is accessible only to appropriately qualified staff.

The purposes for which OCCOM collects, holds, uses and discloses personal information

OCCOM will only use your personal information for the following purposes:

- To verify your identity;
- To provide and develop the services that you require;
- To administer and manage those services including charging, billing, obtaining payment, fault management, complaint handling and debt collection;
- To communicate with you directly, via email, fax, phone, SMS and by other means of communication about service usage, service charges, events, marketing material, OCCOM products and services, complaint and fault management, and other ways the service provided to you could be improved;
- To conduct appropriate checks for credit worthiness and for fraud;
- To send you newsletters or marketing communications;
- To conduct research and analysis;
- As required or authorised by law (including under the Telecommunications (Interception and Access) Act 1979 (Cth) and the Telecommunications Act 1997 (Cth);
- As required by or in accordance with any mandatory industry code or standard registered under the Telecommunications Act 1997 (Cth); and
- To comply with requests for information issued to OCCOM by agencies and courts that are entitled to obtain the information under Australian law.

The above uses may require disclosure of the personal information to third parties including but not limited to:

- Debt collection agencies and similar parties that assist with debt-recovery;
- Service providers who provide services to us, such as providers of telecommunications services;
- Credit reporting agencies;
- Third parties where you have given consent to the disclosure; and
- Government, law enforcement and national security agencies and regulatory bodies where this is necessary for us to comply with our legal obligations.

If you do not wish to receive marketing material from OCCOM about OCCOM events, products and services, you may send an email with your full name and customer ID to support@occom.com.au and OCCOM will not send to you any communications about such products and services. If you have more than one Customer ID, you must provide all of them.

How you may access personal information and seek the correction of such information

We will take all reasonable steps to ensure that your personal information which we collect, use or disclose is accurate, complete and up-to-date. You can access and correct some of the personal information (such as contact details) that we hold about you by contacting our support team by phone or email. You can also request that incorrect information about you be corrected or deleted.

If you wish to access the information we hold about you, please send an email to our privacy compliance officer (see contact details below) and we will respond to you within 30 days. A handling fee may be payable so that we can obtain the information you require.

How you may complain about a breach of privacy

If you have any complaints about our privacy practices or would like further information, OCCOM's general complaint handling policy is applicable.

OCCOM's privacy officer can be contacted:

Email: escalation@occom.com.au

About Policy Updates

OCCOM is continuously improving and enhancing its products and services to our clients and we may update this policy from time to time. Any changes to this policy will be updated on the OCCOM website.